



30 May 2017

Director
Road Safety Policy and Transport Standards
Road Safety and Productivity Branch
Department of Infrastructure and Regional Development
GPO Box 594
CANBERRA ACT 2601

Attention: DSAPTwholejourney@infrastructure.gov.au

THE WHOLE JOURNEY GUIDE

The concept of the whole journey is supported as a fundamental need for everyone to enable a travel experience to be accessible, comfortable seamless efficient and cost effective.

There is a need for the transport standard to be consistent with other access codes/standards. It is not at present.

We suggest the term 'universal design' would be better replaced with 'inclusive design' as it is closer to the intent of the whole journey guide.

Urban design and planning needs to reflect these values and provide good design outcomes for all land these values instilled in all planning polices at all levels of government.

The parts of the journey as defined in Section 3 are agreed with and the infrastructures that support all these aspects need to work together for the best design outcomes. The means to achieve this as detailed are also supported.

The guide is a sound and worthy one to support and the focus on human centred design is a worthy action.

In response to the submission questions our comment is:

1. The key factors have been identified and addressed.
2. All the key parts of the journey are described.
3. The key principles are effective, reasonable and implementable.
4. Continued consultation by all levels of government and industry providers is essential.
5. The examples provided are good.

The only additional comment is to ensure transport standards are made consistent with other codes/standards and best practice as this is the only way the objectives in the guide will be met.

The other essential outcome is to have all agencies and providers correspond with each other.

Yours faithfully



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Director

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